

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:5090
ANSWERED ON:28.04.2005
SERVING OF FOODS
Krishnadas Shri N.N.

Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether the Government has received complaints regarding poor service and serving of poor quality of foods in the Air India and Indian Airlines flights;
- (b) if so, the details thereof; and
- (c) the action taken in the matter?

Answer

- MINISTER OF STATE(INDEPENDENT CHARGE) OF THE MINISTRY OF CIVIL AVIATION(SHRI PRAFUL PATEL)

(a), (b) and (c): In terms of total passengers carried by the national airlines, the percentage of adverse feed-back received about the services offered/quality of meal served on board is negligible. Immediate corrective action on complaints/ feedback which specify the area of drawback is taken at the caterers/staff level including penal action, wherever necessary.